

<b>Position title</b>	Family & Friends Support Coordinator	<b>Reference</b>	hsD:hYEPP
<b>Award &amp; Classification</b>	SCHADS Award Level 4	<b>Tenure</b>	Refer to Letter of Engagement
<b>Hours</b>	Refer to Letter of Engagement	<b>Reporting to</b>	Functional Recovery Program Coordinator (FRP)
<b>Location</b>	Casuarina	<b>Program</b>	headspace Darwin
<b>Section</b>	Mental Health	<b>Cost Centre</b>	3410
<b>Approved</b>	General Manager Mental Health	<b>Date</b>	16/08/2017
<b>Comment</b>	Anglicare NT is the lead agency of headspace Darwin.		

### AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

### PURPOSE OF THE POSITION

As the Family & Friends Support Coordinator you will be responsible for coordinating support for family and friends of young people accessing services at headspace Darwin; specifically, those young people at risk of developing, or currently experiencing psychosis. Support for family and friends will be provided in the form of individual and group connections, exploring opportunities for links with external services (for example Carers NT) and facilitating family and friends to have input into the design and implementation of the services at the centre. The Family & Friends Support Coordinator will continue to build the network of family and friends accessing support at headspace Darwin and co-facilitate the monthly Family Connections Groups. The position also includes exploring training and development opportunities for family and friends (such as Mental Health First Aid etc.).

The Family & Friends Support Coordinator will function as part of the Functional Recovery Program (FRP) and receive ongoing support and training, including supervision from the FRP Coordinator.

The Family & Friends Support Coordinator will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's specialty area.

### POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is a Certificate IV in Mental Health, Youth Work or Community Services (or equivalent) and/or 2 years experience in a similar field. Personal experience as a family or friend of a young person who has used mental health services previously is desirable. If you do not currently have a qualification you must be willing to undertake relevant studies.
2. Northern Territory Working with Children Clearance (Ochre Card)

3. National Police Criminal History Report (less than 3 months old) with acceptable outcome
4. First Aid Certificate or willingness to obtain within 3 months
5. Northern Territory Drivers Licence

## KEY SELECTION CRITERIA

1. Demonstrated ability to actively engage, support and work collaboratively with family and friends of young people who are experiencing mental health concerns and an understanding of the mental health system in the Northern Territory.
2. Ability to work effectively in a team based culture with a focus on early intervention, engagement, responsiveness and recovery of young people.
3. Willingness and ability to communicate an attitude of hope and optimism about the potential for recovery for young people who have experienced a first episode of psychosis.
4. Demonstrated skills in organisation and time management.
5. Well-developed interpersonal and communication skills (written and verbal) and capacity to develop effective working relationships, collaborations and partnerships with a range of stakeholders.
6. Ability to work closely with a wide variety of family members and friends, clinical and professional staff and relevant committees, as well as a commitment to complete documentation and data collection as required.
7. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
8. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

## KEY ACCOUNTABILITIES AND RESPONSIBILITIES

1. **Accountability:** Commitment to supporting family and friends of young people accessing services at headspace Darwin

*Provide practical and emotional support to family members and friends of young people experiencing a mental illness.*

### **Responsibilities:**

- Establish and manage a system for referrals of family members and friends requiring support.
- Provide individual peer support, information and reassurance to family members and friends; and link with other services when required.
- Co-facilitate the Family Connections Group (and assist with other groups as determined by the FRP Coordinator).
- Assist family members and friends to overcome isolation in their experiences of dealing with a relative or friend with a mental illness by providing a sense of hope and optimism.
- Participate in clinical reviews (and other clinical meetings as required) and advocate for family and friends in clinical discussions.
- Work with family members and friends to provide feedback regarding operational matters and have input into the development of services at headspace Darwin.
- Maintain accurate records of family and friend contact and contribute to the design of monitoring and evaluating the family and friends support program.

2. **Accountability:** Commitment to developing a supportive network of family members and friends while also improving stakeholder engagement.

*Develop a network of supportive family and friends as well as creating strong foundations for links with other services.*

**Responsibilities:**

- Continue to build the network of family and friends and explore opportunities for further development (i.e., training).
- Create strong relationships and partnerships with local service providers to link family and friends with other support services and possible training and development opportunities.
- Organise events for family members and friends as required.
- Consider and develop other project or program possibilities dependent on need and opportunities.

**3. Other Duties and Requirements**

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time

**DELEGATION OF AUTHORITY**

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).